

Senior Services Department

City of Newton Performance Management Scorecard
March 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide social work and advocacy services to seniors and their families to help them access resources								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	99	99	77		614	741	
% of requestors who receive assistance	Maintain the % of people receiving assistance.	95	95	100			100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	95	95	100			100	
2. Provide quality transportation services for seniors to important locations								
Number of unique riders	Maintain or increase the number of riders accessing transportation services	232	232	234		2156	2023	
Total rides provided	Maintain or increase the number of rides provided.	1683	1683	1525		14682	13582	
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.								
Number of programs offered	Maintain or increase the number of programs offered	45	45	58		423	474	
Number unique program participants	Maintain or increase the number of program participants	458	458	541		3346	4406	
Total program participants	Maintain or increase program participation	1598	1598	1140		8682	9561	
% of program attendees completely satisfied by	Maintain or increase the number of seniors receiving case management/social work services		95	100			69	

Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency. The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.